



Kansas Medical Assistance Program

P.O. Box 3571
Topeka, KS 66601-3571

Provider Line: 1-800-933-6593
Consumer Line: 1-800-766-9012

From the office of the Fiscal Agent

George Jetson
1515 Galaxy Lane
Skypad Apartments
Another Universe, Kansas 66600

October 31, 2008

Dear Member,

We are excited to tell you about 2 new tools you can use starting November 3, 2008. You will be able to check your Medicaid or HealthWave coverage by:

- Internet – Member Web Services
- Automated Phone Service - ROSIE

The new self-service options will let you check any member of your case at any time for:

- ✓ Eligibility
- ✓ Coverage Levels
- ✓ Co-pay
- ✓ Managed Care Assignments
- ✓ Spenddown Data
- ✓ Much more....

Here is more information about the new tools:

Both new tools are very secure - others cannot see your information and you can't see information about others. Because these new tools will show personal medical information, secure processes are a must. To protect you, we must have you follow the steps in this letter to access the new features for the first time. A one time security key for you to use the first time you log in, BOTH the Member Web Services and ROSIE is included.

Internet –

You will use the new Member Web Services feature. Once logged onto your own account, you can see information about your coverage, plus you can take care of basic business - like requesting a replacement medical card, reporting a change in your other insurance or selecting a managed care plan or primary physician.

Our new internet site gives you a lot of great information about coverage through the Kansas Medical Assistance Program (KMAP). You can find information about medical providers, health tips, and other general information.

Members have access to their personal case information through the secure part of the web site. You must activate your account to access the information. Follow the steps listed on page 3 to get started.

Phone –

Let us introduce you to ROSIE, your new automated phone attendant. ROSIE is a new member to our team. She will provide you with information about your case. You can call ROSIE at anytime to obtain coverage information. ROSIE can tell you about your coverage without talking with an agent. However, you must have an active account with ROSIE. Instructions to activate your account are included.

Page 3 gives you detailed steps about how to use these features. Always keep your user id and password a secret. By keeping these secret, you can be sure that others will not be able to see your information.

Note: Some households will have more than one case number. If you do, you will get a letter like this for each case.

*******Your Personal Account Information*******

Here is what you need to get into your new accounts.

Case Number: 01234567
Name of Casehead: George Jetson
Names of Eligible Members on This Case Number:

George Jetson
Jane Jetson
Judy Jetson
Elroy Jetson

For ROSIE – the automated phone system:

One Time Security Key: 9999

For the Member Web Services:

One Time Security Key: ABCD

If you do not understand this letter and need help, call 1-800-766-9012 and press option 1 to speak to a Customer Service agent.

Si no comprende esta carta y necesita ayuda, llame al 1-800-766-9012 y presione opción 2. Esta carta tambien esta disponible en Español.

The registration letter does not guarantee coverage.